

Global Crossing Local Services, Inc.
PSC NO. 5 - TELEPHONE
Competitive Local Exchange Carrier Service
Effective Date: December 17, 2018

Section 5
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5. SUPPLEMENTAL SERVICES

5.1 CUSTOM CALLING SERVICE

5.1.1 GENERAL

The features in this section are made available on an individual basis or as part of multiple feature packages. All features are provided subject to availability; features may not be available with all classes of service. Transmission levels may not be sufficient in all cases.

5.1.2 DESCRIPTION OF FEATURES

A. Three Way Calling

The Three Way Calling feature allows a customer to add a third party to an existing two-way call and form a 3-way call.

B. Call Forwarding

Call Forwarding, when activated, redirects attempted terminating calls to another customer-specific line. The customer may have to activate and deactivate the forwarding function and specify the desired terminating telephone number during each activation procedure. Call originating ability is not affected by Call Forwarding.

The calling party is billed for the call to the called number. If the forwarded leg of the call is chargeable, the customer with the Call Forwarding is billed for the forwarded leg of the call.

Call Forwarding - Busy automatically reroutes an incoming call to a customer predesignated number when the called number is busy.

Call Forwarding - Don't Answer automatically reroutes an incoming call to a customer predesignated number when the called number does not answer within the number of rings programmed by the Company.

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5.1 CUSTOM CALLING SERVICE

5.1.2 DESCRIPTION OF FEATURES

B. Call Forwarding (Cont'd)

Call Forwarding - Variable allows the customer to choose to reroute incoming calls to another specified telephone number. The customer must activate and deactivate this feature.

C. Call Waiting/Cancel Call Waiting

Call Waiting provides a tone signal to indicate to a customer already engaged in a telephone call that a second caller is attempting to dial in. It will also permit the customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting (CCW) allows a Call Waiting (CW) customer to disable CW for the duration of an outgoing telephone call. CCW is activated (i.e., CW is disabled) by dialing a special code prior to placing a call and is automatically deactivated when the customer disconnects from the call.

D. Regular Multiline Hunting

This feature is a line hunting arrangement that provides sequential search of available numbers within a multiline group.

E. Speed Calling

This feature allows a user to dial selected numbers using one digit. Up to eight numbers can be selected.

F. Call Transfer

This feature allows a user to transfer any established call to another telephone number without the assistance of an attendant.

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5.1 CUSTOM CALLING SERVICE (Cont'd)

5.1.3 RATES AND CHARGES

A. Monthly Rates

Maximum and minimum rates for this service are located in Section 6, Network Switched Service.

B. Connection Charges

Connection charges (Section 3) apply when a customer requests connection to custom calling features.

C. Trial Period

The Company may elect to offer a free or reduced rate trial of any custom calling feature(s) to prospective customers of the new feature. See Section 5.4, Service and Promotional Trials, below.

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5.2 CLASS SERVICES

5.2.1 GENERAL

The features in this section are made available on an individual basis, on a usage sensitive basis or both. All features are provided subject to availability and unless noted otherwise; features may not be available with all CLASS services. Transmission levels may not be sufficient in all cases.

5.2.2 DESCRIPTION OF FEATURES

A. Call ID

The Call ID feature allows a customer to see a caller's number previewed on a display screen before the call is answered allowing a customer to prioritize and or screen incoming calls. Call ID records the number, date and time of each incoming call - including calls that aren't answered by the customer. Call ID service requires the use of specialized CPE not provided by the company. It is the responsibility of the customer to provide the necessary CPE.

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5.2 CLASS SERVICES (Cont'd)

5.2.3 RATES AND CHARGES

A. Monthly Rates

Maximum and minimum rates for this service are located in Section 6, Network Switched Service.

B. Connection Charges

Connection charges (Section 3) apply when a customer requests connection to one or more features.

C. Trial Period

The Company may elect to offer a free or reduced rate trial of any CLASS feature(s) to prospective customers. See Section 5.4, Service and Promotional Trials, below.

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5.3 CENTREX SERVICE FEATURES

5.3.1 GENERAL

The features in this section are made available on an individual basis or as part of multiple feature packages. All features are provided subject to availability; features may not be available with all classes of service. Transmission levels may not be sufficient in all cases.

5.3.2 DESCRIPTION OF FEATURES

A. Camp On

This feature allows the switch to observe that a wanted line is busy, wait until it is free, then automatically and immediately connect the calling line that has been waiting.

B. Call Pickup

This feature allows a user to answer any call within an associated preset pickup group. If more than one line in the pickup group has an unanswered incoming call, the call to be answered is selected by the switching system. Call Pickup answers a call that has been directed to another station within the same preset Call Pickup group.

C. Call Transfer - All Calls

Call Transfer allows a station user to transfer an established call to another station. The station from which the call is transferred will be assessed any long distance charges incurred as a result of the transfer.

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5.3 CENTREX SERVICE FEATURES 5.3.2 DESCRIPTION OF FEATURES (CONT'D)

D. Directed Call Pickup with Barge-In

This feature answers calls directed to a specific line from any other telephone line in the user group.

E. Directed Call Pickup without Barge-In

This feature is identical to the Directed Call Pickup with Barge-In except, if the line being picked up has already been answered, the party dialing the pickup code is routed to reorder (i.e., fast busy) rather than permitted to barge in on the established connection and create a three-way call.

F. Circular Hunting

This feature (similar to regular hunting) is a line hunting arrangement that allows all lines in a multi-line hunt group (MLHG) to be tested for busy, regardless of the point of entry into the group. When a call is to a line in a MLHG, a regular hunt is performed starting at the station associated with the dialed number. It continues to the last station in the MLHG, then proceeds to the first station in the group and continues to hunt sequentially through the remaining lines in the group. Busy tone is returned if the original called station is reached without finding a station that is idle.

G. Series Completion

This feature is a form of hunting similar to the multiline hunt group hunting and the Call Forwarding Busy Line feature. It allows calls being made to a busy directory number to be routed to another specified directory number. The series completion hunt begins with the originally dialed member of the series completion group, and searches for an idle directory number from the list of directory numbers.

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5.3 CENTREX SERVICE FEATURES 5.3.2 DESCRIPTION OF FEATURES (CONT'D)

H. Account Codes

This feature adds an account number (code) to an Automatic Message Accounting (AMA) and/or Message Detail Recording (MDR) record for assigning customer charges. The number of digits in a customer's account code group will be defined by the Company.

I. Authorization Codes

This option restricts calls from being made unless the correct accounting code is entered. Only customer specified codes will be accepted. The customer then may use these codes to track calling for cost analysis and bill-back purposes.

J. Terminal Group and Station Restriction

This feature defines a station's network access capability either individually within a Centrex group or for the group as a whole. It defines the Centrex group and what level of access a station will have; i.e., intragroup only, toll restriction, etc.

K. Uniform Call Distribution

This feature is a hunting arrangement that assigns incoming calls uniformly among the stations in the group.

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5.3 CENTREX SERVICE FEATURES (Cont'd)

5.3.3 RATES AND CHARGES

A. Monthly Rates

Maximum and minimum rates for this service are located in Section 6, Network Switched Service.

B. Connection Charges

Connection charges (Section 3) apply when a customer requests connection to one or more features.

C. Trial Period

The Company may elect to offer a free or reduced rate trial of any Centrex feature(s) to prospective customers. See Section 5.4, Service and Promotional Trials, below.

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5.4 SERVICE AND PROMOTIONAL TRIALS

5.4.1 GENERAL

The Company may establish temporary promotional programs wherein it may waive or reduce nonrecurring or recurring charges, to introduce a present or potential customer to a service not previously subscribed to by the customer.

5.4.2 REGULATIONS

- A. Appropriate notification of the Trial will be made to all eligible customers and to the Commission. Appropriate notification may include direct mail, bill inserts, broadcast or print media, direct contact or other comparable means of notification.
- B. During a Service Trial, the service(s) is provided automatically to all eligible customers, except those customers who choose not to participate. Customers will be offered the opportunity to decline the trial service both in advance and during the trial. A customer can request that the designated service be removed at any time during the trial and not be billed a recurring charge for the period that the feature was in place. At the end of the trial, customers that do not contact the Company to indicate they wish to retain the service will be disconnected from the service at no charge.
- C. During a Promotional Trial, the service is provided to all eligible customers who ask to participate. Customers will be notified in advance of the opportunity to receive the service in the trial for free. A customer can request that the service be removed at any time during the trial and not be billed a recurring charge for the period that the service was in place. At the end of the trial, customers that do not contact the Company will be disconnected from the service.
- D. The Company retains the right to limit the size and scope of a Promotional Trial.

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5.5 DIRECTORY ASSISTANCE SERVICE

5.5.1 GENERAL

A customer may obtain assistance, for a charge, in determining a telephone number by dialing Directory Assistance Service.

5.5.2 REGULATIONS

A Directory Assistance Charge applies for each telephone number, area code, and/or general information requested from the Directory Assistance operator except as follows:

- A. Requests for telephone numbers of non-published service.
- B. Requests in which the Directory Assistance operator provides an incorrect number. The customer must inform the Company of the error in order to receive credit.

5.5.3 RATES

Unless one of the exceptions listed above applies, the charges as shown below apply for each request made to the Directory Assistance operator:

MINIMUM: \$0.45

MAXIMUM: \$1.00

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5.6 DIRECTORY ASSISTANCE CALL COMPLETION

5.6.1 GENERAL

Where offered, Directory Assistance Call Completion (DACC) allows customers the option to have their local and/or intraLATA calls completed to a requested number by either the Directory Assistance operator or the Directory Assistance audio response system that provides the requested directory number.

5.6.2 REGULATIONS

- A. The regulations and charges apply to calls placed to Directory Assistance from within the LATA where the Directory Assistance call originates.
- B. The DACC charge will apply only to completed calls.
- C. Directory Assistance and usage charges will apply in addition to the DACC charge.
- D. If offered for intraLATA toll calling, toll rates for calls completed through DACC will be measured from the originating to the terminating point and will not include mileage to and from the Directory Assistance service location.
- E. DACC calls will not be completed to non-published numbers, 700, 800 or 900 prefixes.

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5.6 DIRECTORY ASSISTANCE CALL COMPLETION (Cont'd)

5.6.3 EXEMPTIONS

Requests for telephone numbers, which result in the calling party receiving a wrong number from the Directory Assistance Operator provided that the calling party reports the wrong number to the Telephone Company.

5.6.4 RATES

The DACC charges, as listed below, apply for each request made for DACC.

	<u>MINIMUM</u>	<u>MAXIMUM</u>
DACC	\$0.30	\$1.00

5.7 LOCAL OPERATOR SERVICE

Local calls may be completed or billed with the live or mechanical assistance by the Company's operator center. Calls may be billed collect to the called party, to an authorized 3rd party number, to the originating line, or to a valid authorized calling card. Local calls may be placed on a station to station basis or to a specified party (see Person to Person), or designated alternate. Usage charges for local operator assisted calls are those usage charges that would normally apply to the calling party's service. Where no local charge applies (flat rate service), the usage charge is \$0.00. In addition to usage charges, an operator assistance charge applies to each call.

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5.7 LOCAL OPERATOR SERVICE (Cont'd)

5.7.1 PER CALL SERVICE CHARGES

The following service charges apply to intraLATA toll calls for which live or automated operator assistance is provided for call completion and/or billing.

	<u>MINIMUM</u>	<u>MAXIMUM</u>
Person to Person	\$0.25	\$3.49
3rd Number Billed	\$0.25	\$1.33
All other Operator Assistance	\$0.25	\$1.50

5.7.2 PER CALL SERVICE CHARGES OPTION II PLAN- ALBANY SERVICE AREA AND OPTION III PLAN - BUFFALO SERVICE AREA

	<u>MINIMUM</u>	<u>MAXIMUM</u>
Operator Handled, Station Paid	\$0	\$1.58
Station to Station Collect Call, Direct Dialed, Operator Handled	\$0	\$1.58
All Other Operator Handled	\$0	\$1.58
Person to Person	\$0	\$3.49
Busy Line Billed to Originator	\$0	\$3.50
Emergency Interrupt	\$0	\$5.00
Busy Line Billed to 3rd # or Special Billing	\$0	\$5.00
Special Directory Assistance 3rd # or Special Billing	\$0	\$1.50
Special Directory Assistance Operator Handled	\$0	\$1.75

	1ST MINUTE MINIMUM	1ST MINUTE MAXIMUM	ADD'L MINUTE MINIMUM	ADD'L MINUTE MAXIMUM
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Usage Charge – Option
II & III

\$0	\$1.00	\$0	\$1.00
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5.8 BLOCKING SERVICE [1]

5.8.1 GENERAL

Blocking service is a feature that permits customers to restrict access from their telephone line to various discretionary services. The following blocking options are available to residential and business customers:

- A. 900, 700 Service Access Code Blocking - allows the subscriber to block placement of all calls to numbers beginning with the 900 and 700 prefixes (i.e. 900-XXX-XXXX).
- B. 976 Central Office Code Blocking - allows the subscriber to block placement of all calls to numbers with a 976 central office code (i.e. XXX-976-XXXX).
- C. Direct Inward Dialing Blocking (Third Party and Collect Call) - provides business customers who subscribe to DID service to have Third Party and Collect Call Blocking on the number ranges provided by the Company.

[1] Pursuant to the NY PSC May 17, 2018 Order in Case 17-C-0278, effective August 15, 2018.

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5.8 BLOCKING SERVICE

5.8.1 GENERAL (CONT'D)

- D Per Call Blocking/All Call Blocking - provides customers with the ability to block the delivery of their telephone number to the called party.
- E. The customer will be given free Per Call Blocking unless the customer elects All Call Blocking. customers electing Per Call Blocking must designate their telephone number as private on a call-by-call basis by dialing a blocking activation code before each telephone call.
- F. Customers electing All Call Blocking will have their telephone number automatically designated as private on all calls unless, before dialing a telephone number, a blocking deactivation code is dialed.
- G. Customers are entitled to change their blocking options two times during the first six months after Per Call/All Call Blocking becomes available in their central office territory. For changes made after this period, or in excess of the allowed number of changes, a service rearrangement charge as specified in Section 3 will apply. New customers who move into the Company's service territory are entitled to the same six-month grace period outlined above.

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5.8 BLOCKING SERVICE (Cont'd)

5.8.2 REGULATIONS

- A. The Company will not be liable for any charge incurred when any long-distance carrier or alternative operator service provider accepts third number billed or collect calls.
- B. Blocking Service is available where equipment and facilities permit.

5.8.3 RATES AND CHARGES

- A. Nonrecurring and Recurring Charges

Nonrecurring charges apply as described in Section 3 to the following blocking options:

- 900,976,700
- Third Number Billed & Collect
- Per Call / All Call Blocking
- Toll Restriction
- Toll Restriction Plus
- DID Third Number Billed & Collect

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5.8 BLOCKING SERVICE 5.8.3 RATES AND CHARGES (CONT'D)

A. Nonrecurring and Recurring Charges (Cont'd)

In addition to the monthly recurring charges, connection charges apply as described in Section 3 to the following blocking options:

	MONTHLY CHARGES/LINE	
	<u>MINIMUM</u>	<u>MAXIMUM</u>
-Third Number Billed and Collect Call Restriction	\$0.50	\$7.00
-Toll Restriction	\$0.50	\$7.00
-Toll Restriction Plus	\$0.50	\$7.00
-Direct Inward Dialing Blocking (Third Party and Collect Call)		
- Initial Activation	\$35.00	\$65.00
- Subsequent Activation (per line)	\$0.50	\$ 7.00

B. Pricing for Blocking Service for a customer with more than 200 lines will be based on the costs incurred by Company to provide the service.

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5.9 CUSTOMIZED NUMBER SERVICE

5.9.1 GENERAL

- A. Customized Number Service allows a customer to order a specified telephone number rather than the next available number.
- B. Customized Number Service is furnished subject to the availability of facilities and requested telephone numbers.
- C. The Company will not be responsible for the manner in which Customized Numbers are used for marketing purposes by the customer.
- D. When a new customer assumes an existing service, which includes Customized Number Service, the new customer may keep the Customized Number, at the tariffed rate, with the written consent of the Company and the former customer.
- E. The Company reserves and retains the right:
 - (1) To reject any request for specialized telephone numbers and to refuse requests for specialized telephone numbers;
 - (2) Of custody and administration of all telephone numbers, and to prohibit the assignment of the use of a telephone number by or from any customer to another, except as otherwise provided in this Tariff;
 - (3) To assign or withdraw and reassign telephone numbers in any exchange area as it deems necessary or appropriate in the conduct of its business.
- F. The limitation of liability provisions of this tariff in Section 2.1.2 are applicable to Customized Number Service.

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5.9 CUSTOMIZED NUMBER SERVICE (Cont'd)

5.9.2 CONDITIONS

A. Charges for Customized Number Service apply when a customer:

- (1) Requests a telephone number other than the next available number from the assignment control list, and such requested number is placed into service within six months of the date of the request.
- (2) Requests a number change from the customer's present number to a Customized Number.

B. The Company shall not be liable to any customer for direct, indirect or consequential damages caused by a failure of service, change of number, or assignment of a requested number to another customer whether prior to or after the establishment of service. In no case shall the Company be liable to any person, firm or corporation for an amount greater than such person, firm or corporation has actually paid to the Company for Customized Number Service.

5.9.3 RATES

	<u>MINIMUM</u>	<u>MAXIMUM</u>
Monthly Charge	\$5.00	\$20.00

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5.10 LISTING SERVICES

5.10.1 DIRECTORY LISTINGS

For each customer of Company-provided Exchange Access Service(s), the Company shall arrange for the listing of the customer's main billing telephone number in the applicable directory(ies) published by the dominant Local Exchange Carrier in the area at no additional charge. The Company will arrange for additional listings at the following rates:

	<u>MONTHLY RECURRING</u>	
	<u>MINIMUM</u>	<u>MAXIMUM</u>
Additional Line Entry	\$0.25	\$3.00
Additional Listing	\$0.25	\$3.00
Cross Reference Listing	\$0.25	\$3.00
Foreign Listing	\$0.25	\$3.00
Non-published Service*	\$0.25	\$3.00

In addition to the above monthly rates, connection charges apply as described in Section 3.

A. Option II Plan – Albany Service Area and Option III Plan – Buffalo Service Area

	<u>RECURRING CHARGE</u>	
	<u>MINIMUM</u>	<u>MAXIMUM</u>
Additional Line	\$0	\$9.00
Extra Line	\$0	\$9.00
Foreign Listing	\$0	\$9.00
Cross Reference	\$0	\$9.00
Non-Published Number [1]	\$0	\$9.00
Non-Listed Number	\$0	N/C
Nonrecurring Charge	\$0	\$109

[1] This charge may be waived pursuant to Section 5.10.2.b.4 of this tariff.

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5.10 LISTING SERVICES (Cont'd)

5.10.2 NON-PUBLISHED SERVICE

A. General

The telephone numbers of non-published service are not listed in either the Company's alphabetical directory or Directory Assistance records available to the general public.

However, in the interest of public safety, where a government agency subscribes to Universal Emergency Telephone Number Service (911) or Enhanced Universal Emergency Telephone Number Service (E911) the telephone number, name, and address of a customer with non-published service will be displayed when that customer dials 911 and is connected to a Public Safety Answering Point (PSAP) for dispatch of emergency service. In addition, the Company will provide a customer's non-published number when a law enforcement agency requests it in writing.

B. Regulations

- (1) Except as otherwise provided in this paragraph, incoming calls to non-published service will be completed by the Company only when the calling party places the call by number. The company will adhere to this practice notwithstanding any claim the calling party may present except claims of emergencies involving life and death. In such cases, the Company will call the non-published number and request permission to make an immediate connection to the calling party. If the connection is refused, the calling party will be advised, and an offer made to connect the calling party to the Police. The Company may also, in other emergency cases, call the non-published number and request a call-back to the calling party. The Company will advise the calling party if the non-published number cannot be reached, or if a request for a call-back to the calling party is refused. The acceptance by the Company of the customer's request to refrain from publishing his telephone number in the directory does not create any relationship or obligation, direct or indirect, to any person other than the customer.

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5.10 LISTING SERVICES

5.10.2 NON-PUBLISHED SERVICE

B. Regulations (Cont'd)

- (2) In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing the telephone number of non-published service in the directory or disclosing said number to any person shall attach to the Company, and where such a number is published in the directory, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such non-published service.
- (3) The customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of the number of a non-published service or the disclosing of said number to any person.
- (4) Pursuant to Section 91, subdivision 7 of public service law, the Company will waive the otherwise applicable charges for a nonpublished telephone listing, where the customer requests protection of its identity in connection with the customer's purchase of telephone service and the customer is a victim of domestic violence, as defined in section 459(a) of the social services law, and for whose benefit any order of protection, other than a temporary order of protection, has been issued by a court of competent jurisdiction. This waiver of charges shall be for the duration of the applicable, non-temporary, order. Any nonpublished listing provided will conform to all the same requirements of other nonpublished listings. A customer requesting such an accommodation shall provide a copy of the order of protection to the Company.

C. Rates

Rates for this service are located in Section 5.10.1

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5. SUPPLEMENTAL SERVICES

5.10 LISTING SERVICES (Cont'd)

5.10.3 MAIN NUMBER RETENTION

Main Number Retention is an optional feature by which a new commercial customer, who was formally a customer of another certificated local exchange carrier at the same premises location, may retain its main telephone numbers and main fax numbers for use with the Company-provided Exchange Access Services. Main Number Retention service is only available in areas where the Company maintains some form of number retention arrangement with the customer's former local exchange carrier. The customer is allowed to retain up to two numbers free of charge.

Monthly recurring charges apply per retained number beyond two.

	<u>MONTHLY RECURRING</u>	
	<u>MINIMUM</u>	<u>MAXIMUM</u>
Additional Numbers Beyond Two - per retained number	\$0	\$6.00

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5. SUPPLEMENTAL SERVICES

5.10 LISTING SERVICES (Cont'd)

5.10.4 INTERCEPT SERVICE

A. General

Intercept service provides for a recorded message informing a caller of the change of a telephone number of the called party.

B. Regulations

- (1) Intercept service is available to business customers where facilities are available, and conditions permit.
- (2) Subscribers must subscribe to intercept service at the time they negotiate with the Company to disconnect or relocate their service. All charges associated with intercept service will be billed under the intercepted telephone number.
- (3) The service is provided free of charge for an interval of 90 days. Connection charges apply as described in Section 3. After the initial 90-day period, the subscriber may extend the service an additional 90-days for a charge.
- (4) The intercepted telephone number is a disconnected service. Third number and collect calls cannot be billed to the intercepted number and any calling card associated with it is invalid.

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5.10 LISTING SERVICES

5.10.4 INTERCEPT SERVICE (CONT'D)

C. Rates

Non-recurring charges per intercept telephone number apply as follows:

- Connection charges as described in Section 3 of this tariff.

- Business	NONRECURRING CHARGE/NUMBER	
	<u>MINIMUM</u>	<u>MAXIMUM</u>
Additional 90-day intercept service arrangement	\$12.00	\$48.00

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